

Standard Operating Procedure (SOP): Detailed Complaint Documentation Process

This SOP defines the **detailed complaint documentation process**, encompassing the systematic recording of complaints, verification of complaint details, categorization and prioritization of issues, communication protocols, follow-up procedures, and secure storage of complaint records. The objective is to ensure accurate, consistent, and transparent handling of all complaints to improve customer satisfaction, facilitate timely resolutions, and maintain compliance with organizational and regulatory standards.

1. Purpose

To establish a standardized process for documenting, handling, and resolving complaints efficiently and transparently.

2. Scope

This SOP applies to all staff members involved in receiving, processing, and managing complaints within the organization.

3. Responsibilities

Role	Responsibilities
Complaint Recipient	Receives, records, and acknowledges receipt of complaints.
Complaint Handler	Verifies complaint details, categorizes, prioritizes, and initiates resolution procedures.
Supervisor/Manager	Oversees complaint documentation, ensures compliance, monitors resolution progress.
Records Manager	Ensures secure storage and confidentiality of complaint records.

4. Procedure

- Complaint Receipt**
 - Accept complaints via designated channels: email, phone, in-person, website, or written submissions.
 - Acknowledge receipt of complaint within 24 hours (or as per policy).
- Documentation of Complaint**
 - Use the **Complaint Intake Form** to record:
 - Date and time of complaint
 - Complainant's name and contact information
 - Details of the complaint (nature, incident description, location, parties involved, supporting documentation, etc.)
 - Assign a unique complaint ID.
- Verification of Complaint Details**
 - Cross-check provided information for completeness and accuracy.
 - Contact complainant for clarification if necessary.
- Categorization and Prioritization**
 - Classify complaint type (e.g., service, product quality, staff behavior, etc.).
 - Assess severity and impact; prioritize as *Low*, *Medium*, or *High*.
 - Document category and priority in complaint record.
- Communication**

- Inform relevant personnel/departments of the complaint as appropriate.
- Maintain ongoing communication with the complainant regarding investigation and resolution.

6. Follow-Up and Resolution

- Investigate complaint in accordance with organizational procedures.
- Document all actions, findings, and resolutions in the complaint record.
- Close complaint upon resolution and inform complainant of the outcome.

7. Escalation Procedure

- If not resolved within expected timeframe or complexity increases, escalate to higher authority as per escalation matrix.

8. Storage and Confidentiality

- Store all documentation securely (physical or digital) with access restricted to authorized personnel only.
- Retain complaint records according to organization's retention schedule and regulatory requirements.

5. Documentation and Records

- Complaint Intake Form
- Investigation and Resolution Logs
- Communication Records
- Complaint Register/Tracking System

6. Review and Improvement

- Regularly review and analyze complaint data for trends, recurring issues, and process improvement opportunities.
- Update SOP as required based on review outcomes and regulatory changes.

7. References

- Organizational policies and code of conduct
- Applicable data protection and privacy laws/regulations
- Quality management guidelines